

01/11

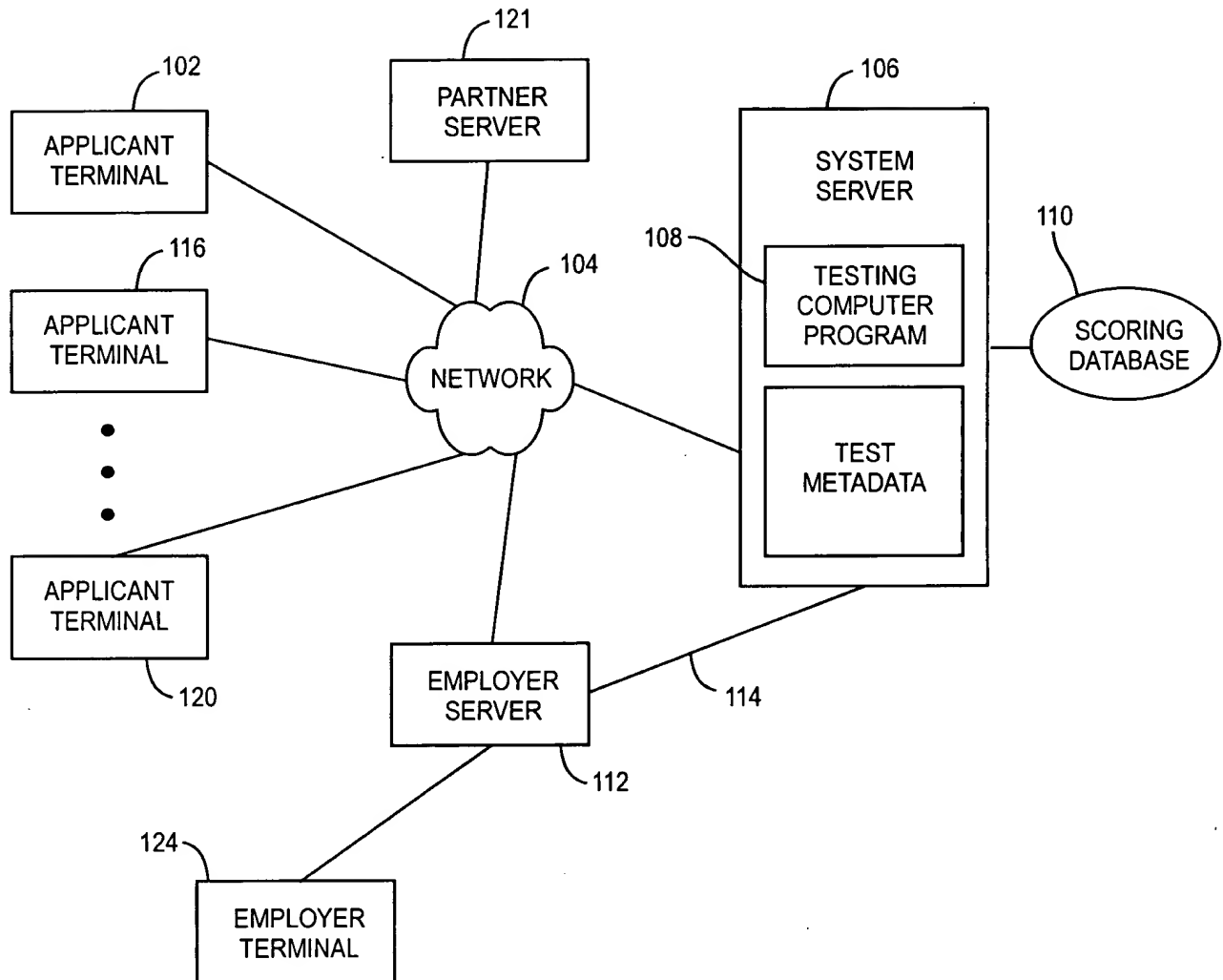


Fig. 1

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02/11

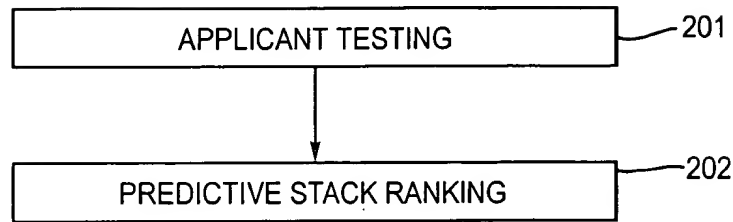


Fig. 2

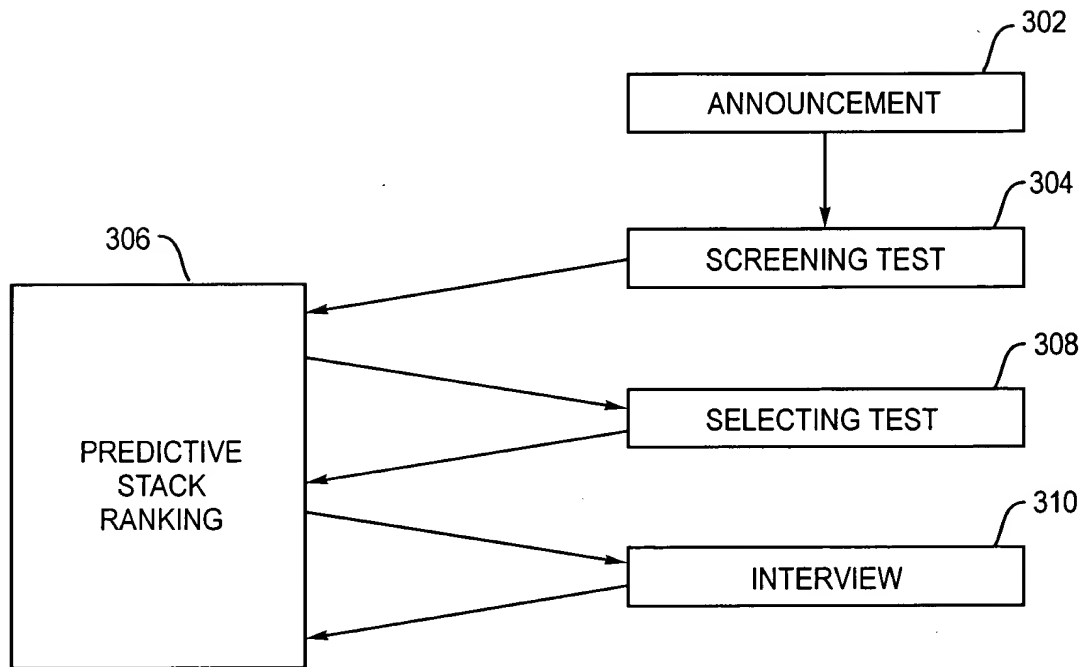


Fig. 3

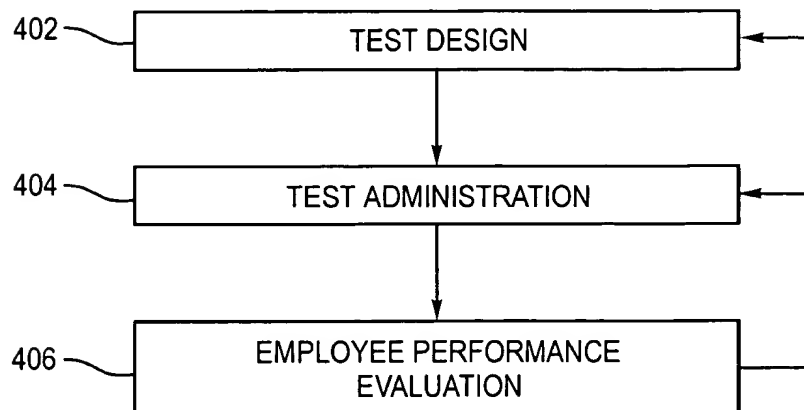


Fig. 4

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03/11

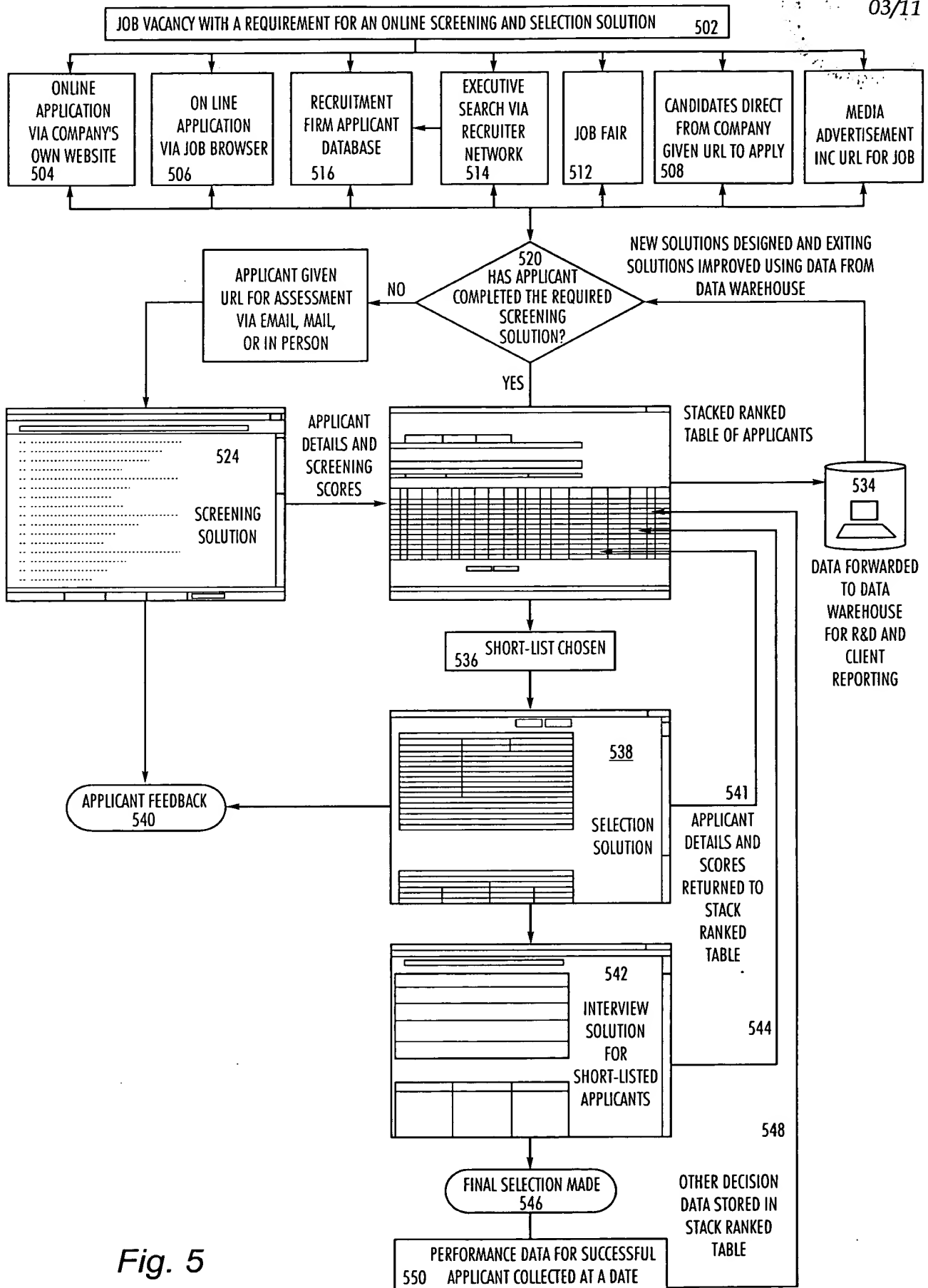


Fig. 5

04/11

600

Microsoft Internet Explorer - ePredix Solutions

File Edit View Favorites Tools Help

Back Forward Stop Search History Address C:\Documents and Settings\ngal.delton\My Documents\epredix\demo June 5, 2001\general\part_2\script_s_page1.html

Go Links

Done

Start

My Computer

Stack rank 0 June, 199...

Solutions by ePredix...

11:48 AM

1. What is the highest grade you FINISHED in school?

a. ☐ 11th grade or lower

b. ☐ 12th grade

c. ☐ 1 year of college

d. ☐ 2 or 3 years of college

e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

a. ☐ Mostly A's

b. ☐ Mostly A's and B's

c. ☐ Mostly B's and C's

d. ☐ Mostly C's and D's

e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

a. ☐ I work best when my instructions are clear

b. ☐ I work best when there are no interruptions

c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

a. ☐ Refuses to work a fair share of overtime

b. ☐ Skips work and doesn't call in

c. ☐ Is a few minutes late almost every day

d. ☐ Takes home some small company property

e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

Fig. 6

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Fig. 7

006001" 5438/860

COMPUTER IMPLEMENTED SYSTEM FOR
HUMAN RESOURCES MANAGEMENT
Inv. Katrina Dewar et al
S.N. 09/878,245

06/11

800

Time Remaining: 14:37

Customer Contact

Name: Mary Q Public

Today's Date

Account Number: 1225637

Address: 16 E. Pine Avenue

5/8/2001

Telephone: 1-310-845-7878

Date

Memo

01/20/2000 Jan

CO, AB, 82

02/03/2000 Mar

LT, AR, 23

03/17/2000 Mar

CO, LY, PD, 93

01/05/2000 May

CO, AB, LY, 76, 93

05/22/2000 May

LT, AR, 45

08/19/2000 June

CO, PD, 82

07/21/2000 July

CO, AB, CA

Memo Codes

LY : late payment dispute

AR : account past due courtesy call

AB : account balance inquiry

23 : unanswered telephone call

LT : send late payment notice

45 : telephone

CA : account closing

76 : customer change of address

CO : customer will make payment in 5 days

82 : sales call

PD : customer will make payment in 5 days

93 : customer requested supervisor

1. What is the total number of requests for account balance?

a. 0

b. 1

c. 2

d. 3

e. 4

RETAIL CUSTOMER PROMOTIONS INQUIRY

Retailer Discount

Retailer Cash-back Bonus

Today's Date

Starting Date: 06/01/2000

Starting Date: 06/01/2000

5/8/2001

Terms for Retailer Discount

Terms for Retailer Cash-back Bonus

Length of Program

60 days

Length of program

60 days

Minimum required purchase

200.00

Minimum required purchase

100.00

Retail discount rate

.05%

Retail cash-back rate

.025%

Fig. 8

07/11

Interview Guide:

Customer Service Solutions: Call Center Positions - Revenue Focus

Below Average	1	2	3	4	5	6	7	8	9	10	Above Average
(Circle One)											
<p>1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer.</p>											
<p>Situation: What was the situation? What did the client want that you could not provide?</p>											
<p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out (did you both get what you wanted?)</p>											
<p>Outcome: What was the outcome?</p>											

Interview Guide:

Customer Service Solutions: Call Center Positions - Motivation

Below Average	1	2	3	4	5	6	7	8	9	10	Above Average
<p>Avoids learning opportunities; prefers to stay within the parameters of current position; rebuffs against suggestions by a supervisor to take part in learning opportunities.</p>											
<p>Losers interest in a project easily; cannot or will not stick with the more time-consuming projects.</p>											
<p>Consistently fails to meet even the most basic quality standards in work; does nothing to achieve or maintain high quality standards.</p>											
<p>Stops working when confronted with obstacles; is unconcerned with reaching objectives.</p>											
<p>Adaptable; meets goals.</p>											
<p>Puts forth the effort necessary to meet most goals.</p>											
<p>Performs beyond normal scope when asked.</p>											
<p>Maintains momentum and sustains effort on projects, even when they require long hours of work.</p>											
<p>Consistently goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work.</p>											
<p>Continues to work on a task and tries alternative approaches when confronted with obstacles.</p>											

Fig. 9

08/11

APPLICANT SYSTEM

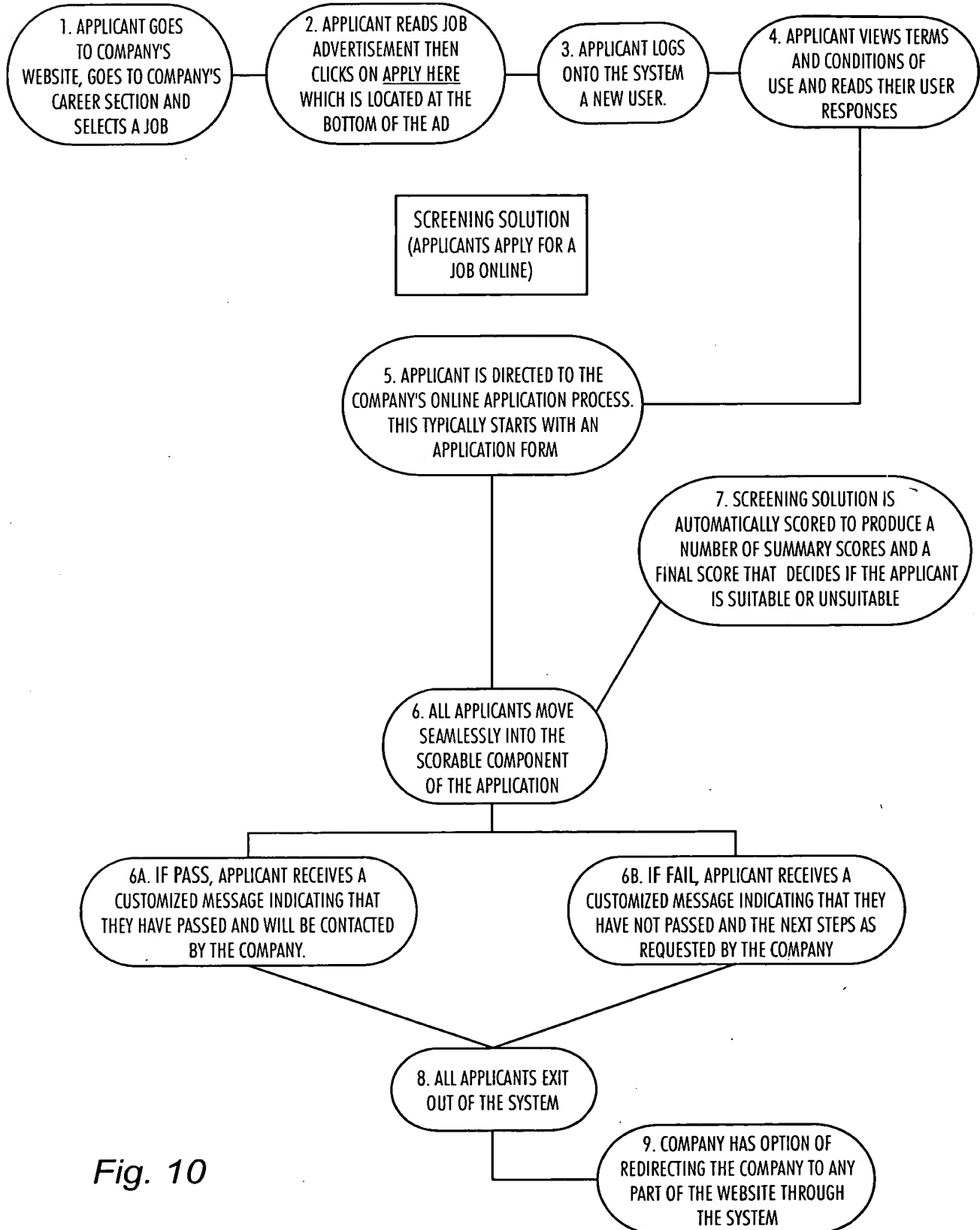


Fig. 10

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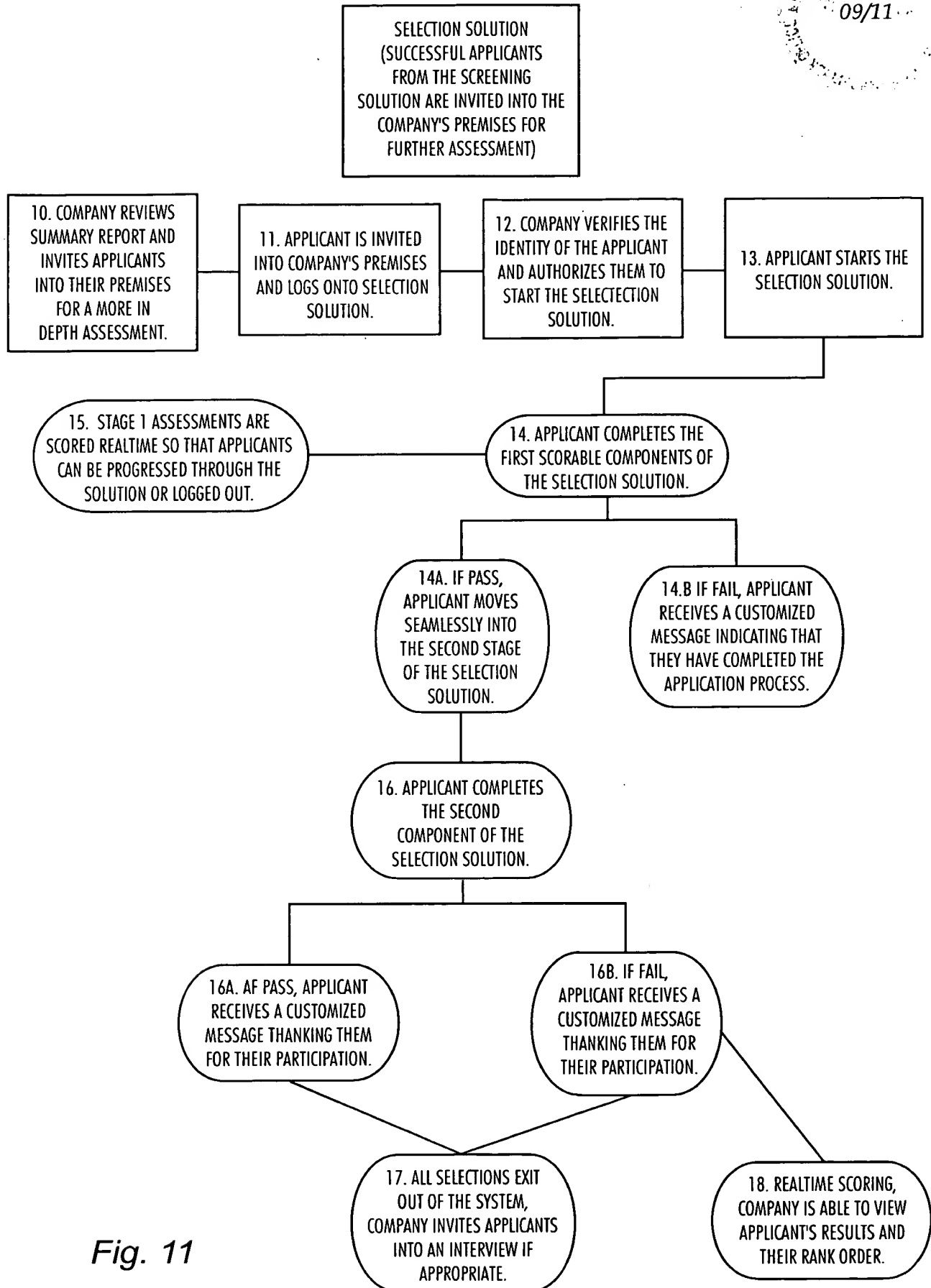


Fig. 11

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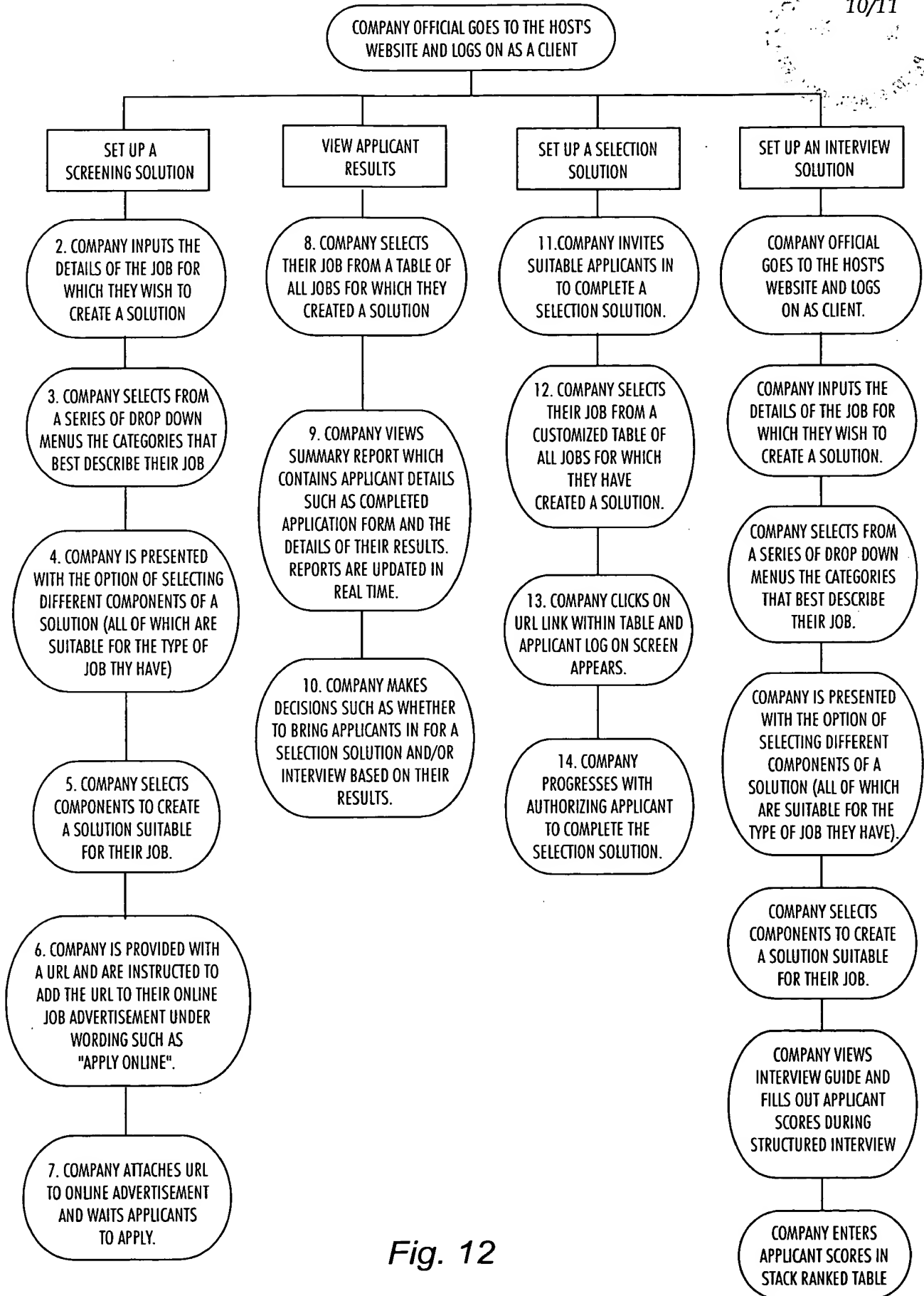


Fig. 12

11/11

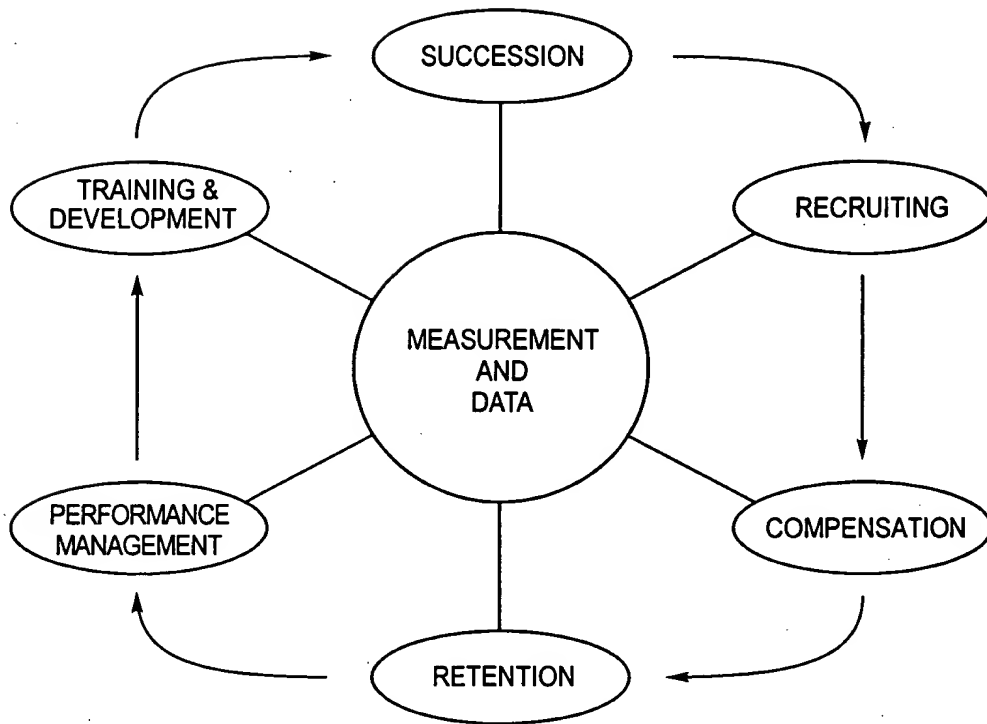


Fig. 13

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